July 16, 2003

Chris Cummiskey & Members of the Telecommunications Executive Governance Committee Arizona Department of Administration

We are pleased to submit the following information illustrating Volts general data and our service delivery model. We have also attached a brief summary of Volts capability and history.

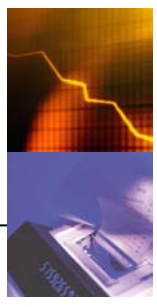
One of the most common problems facing government and private sector organizations today is the lack of uniformity, divergent and inconsistent standards, patchwork approaches to building and maintaining voice, data and video networks and infrastructures, managing extensive cadres of suppliers and vendors, and having little or no way to measure performance. At best these disjointed and outdated networks are only as good as the weakest link, resulting in sub-standard service levels and at unnecessarily inflated costs.

In the current economy especially, fiscal prudence dictates standardization of network designs, reduction in the number of supplier/vendors, design and operational efficiencies, and the ability to effectively manage networks and service levels. There needs to be uniform standards for additions and upgrades to network infrastructures, too.

Technological advances in the "telecom space," and the convergence of voice, data and video communications, provide both extensive opportunities for users to enjoy greater bandwidth, improved speed and efficiencies, reduced costs and significantly improved efficiencies. Digital LAN and WAN services – both wired and wireless – enable benefits, capabilities and efficiencies previously unimaginable, but only when the network keeps up with the advances in technology.

Volt has extensive experience in both the private and governmental sectors, and on a global basis, providing all of these critical assessment, design, detailed engineering, construction, installation and maintenance services on voice, data and video networks. We are a full-service provider of turnkey solutions and do so across all our customers' locations. Our client base is comprised of government and fortune 500 businesses of all sizes.

Without specific firsthand knowledge of the types of network components, user requirements and problems, it would be presumptuous to recommend specific service delivery models, cost-saving procedures or specific strategies for migrating from today's antiquated networks to efficient, cost-effective solutions. The important issue is that Volt has the know-how, experience, and methodologies in place – which can provide for the sought-after consistency in work product, pricing, standards, documentation, warranties and accountability.



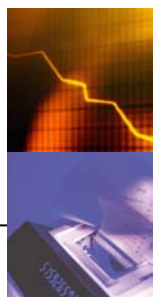
2401 North Glassell St. Orange, California
714 921-8800 (p) | 714-921-5410 (f)

Volt is a logical private sector service provider to serve on the Arizona Telecommunications Executive Governance Committee. As a $1.8 Billion Dollar diversified, international publicly held corporation with over 50 years of experience with major projects, and quality certifications make us the ideal strategic partner in this endeavor.

Volt has supported the world's largest and most impressive commercial and governmental telecom authorities and corporations. We have supported the most sophisticated and state of the art programs with A+ quality performance. We look forward to providing this continued service to Arizona.

We thank you for this opportunity to be of service.

Sid Richter
Sr. Vice President
Volt Information Sciences, Inc.



2401 North Glassell St. Orange, California
714 921-8800 (p) | 714-921-5410 (f)

Attachment 1

Generic Service Delivery Model

We have attached for your appraisal Volts capabilities and strong interest in supporting this opportunity.
In addition we are submitting our models for Auditing, Assessing, Planning, Design, Deployment, Operation and Final Test and Documenting the entire process. Our intentions are to get official sign-off prior to start and successful completion of project.
It is Volts intent to leave in place (Migrating) a Cadre of skilled management resources during and after Volts departure of project.

Assessment Phase - Assess Current Situation

This initial phase involves gathering information from the Departments and/or Agencies involved such as ATS, GITA, etc., conducting a technical audit and a needs analysis to determine the framework of the project.

Planning Phase - Define Scope

This is a collaborative analysis and planning phase. The process includes understanding high-level business requirements from stake holders and define the project scope with the knowledge obtained from Assessment phase.

Architect Phase - Design Solution

There are three major components in this phase: Core infrastructure design and access layer design, business process and operation process engineering, and organization development, an organization that manages and supports the project.

Deployment Phase - Deliver Solution

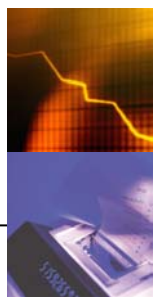
Translate solution into project plan. Execute according to the plan. Activities such as technology upgrade, service migration, production environment integration, staffing, training and documentation will be performed during this phase. Revised business and operation processes applied.

Operation Phase - Continued improvement in processes, technologies and people

Throughout the life cycle of the project, support for the solution before and after deployment phase, will be defined and established to ensure quality, long-term operation success.

Attachment 2

"Volt Corporate Overview-AZ.ppt"



2401 North Glassell St. Orange, California
714 921-8800 (p) | 714-921-5410 (f)